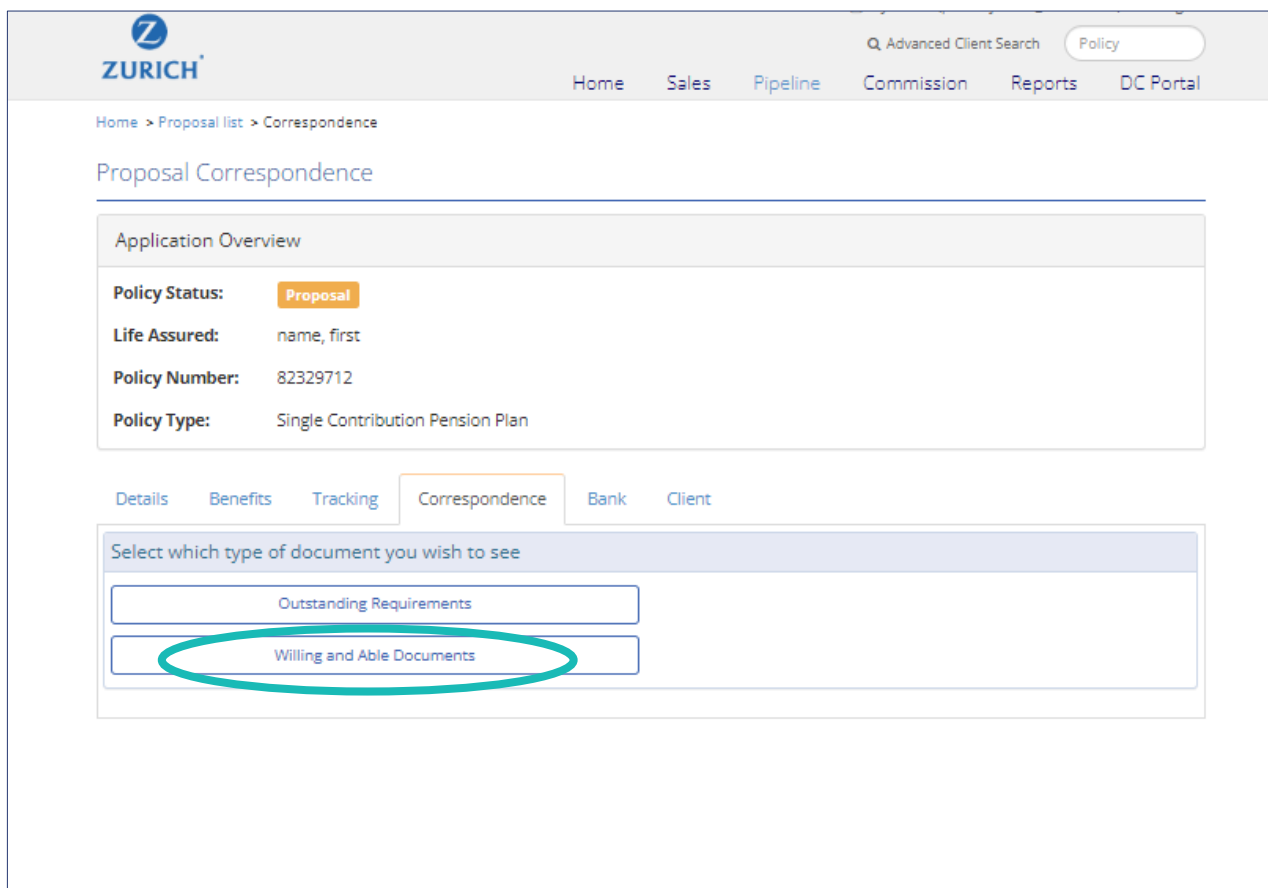




The screenshot displays the Zurich application interface. At the top, there is a navigation bar with the Zurich logo, a search bar labeled 'Advanced Client Search' with a 'Policy' dropdown, and a menu with links: Home, Sales, Pipeline, Commission, Reports, and DC Portal. Below the navigation bar, the breadcrumb trail reads 'Home > Proposal list > Correspondence'. The main heading is 'Proposal Correspondence'. Underneath, there is an 'Application Overview' section with the following details: 'Policy Status: Proposal' (in an orange box), 'Life Assured: name, first', 'Policy Number: 82329712', and 'Policy Type: Single Contribution Pension Plan'. Below this, there are tabs for 'Details', 'Benefits', 'Tracking', 'Correspondence' (which is selected and highlighted with an orange border), 'Bank', and 'Client'. Under the 'Correspondence' tab, there is a section titled 'Select which type of document you wish to see' containing two buttons: 'Outstanding Requirements' and 'Willing and Able Documents'. The 'Willing and Able Documents' button is circled in green.

Willing and Able letter

After your client has approved the application from, the willing and able letter is automatically generated and is available in your pipeline under the correspondence tab.

If you would like to issue the willing and able letter to the transferring life office in addition to transfer request forms, feel free to download a copy of the willing and able here.

Your service team will also issue this willing and able when reviewing the application.

Company	Email address to be used for transfers
New Ireland	transfers@newireland.ie
BOI	groupretirement@bankofirelandlife.ie Individual PRSAs IndividualPRSA@bankofirelandlife.ie
Friends First	broker.enquiry@friendsfirst.ie
Standard Life	fundtransactions@standardlife.ie customerservice@standardlife.ie A(M)RFs arf_payroll@standardlife.ie
Aviva	retirementsolutions@aviva.com
Canada Life	cliepensionclaimsonly@irishlife.ie
Ark Life	pensionrt@arklifeadmin.ie
Acorn Life	Pensionadmin@acornlife.ie
Phoenix Ireland	info@pglireland.net
Irish Life	If the policy number has eight digits it should be sent to pensionsretirementteam@irishlife.ie If the policy number is 8 characters long but ends in a letter it should be sent to CLIEPensionClaimsOnly@irishlife.ie If the policy number has less than eight digits/characters, it should be sent to code@irishlife.ie
CWPS	benefits@cwps.ie or info@cwps.ie
Mercer	JustASK@mercer.com
Davy	dublin@davy.ie
Aon	myfutureme@aon.ie For group pensions AEBAAdmin@aon.ie
Invesco	corporate@invesco.ie
Willis Tower Watson	Corporate/DC teams info@willis.ie Life and Pensions pbi.irl@willistowerswatson.com

UK Company	Email address to be used for transfers
Mercer (UK) for UK schemes	mercerccontactus@mercerc.com
ReAssure	customers@reassure.co.uk #PersonalPensionsAtReassure@reassure.co.uk
Aviva	enquiries@aviva.co.uk customer.services@dgaviva.com
Prudential	contact.us@prudential.co.uk
Phoenix	clientservices@phoenix-services.info
Scottish Widows	RetirementClaims@scottishwidows.co.uk mailbox.corporateifa@scottishwidows.co.uk
Sun Life Financial of Canada	customer.services@sloc.co.uk customerservice@uksloc.co.uk CustomerServiceRes@sloc.co.uk
Royal London	pensiontransfers@royallondon.com